



Provider Tips for MassHealth Applications EOHHS Virtual Gateway

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Helpful Links

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Contact Us

Virtual Gateway Help Desk

800-421-0938

(TTY: 617-988-3301)

Let the CPU know when verifications may arrive

There is a new question on the Virtual Gateway Common Intake application for MassHealth. On the **Submit Application** page, you will see:

I (provider) currently or expect to have verifications that I will fax to the CPU within 3 business days of electronic submission of this application.*

Yes

The correct response is very important to the efficient processing of your applications.

- Please answer "No" only if you won't be faxing verifications to CPU within 3 business days.
- If you will be faxing verifications to CPU within 3 business days, please answer "Yes."
- The correct response enables the CPU staff to process your applications faster.
- When you select "No" and submit the application, the CPU will **not** wait three business days to receive your faxes. If any verifications are required, MassHealth sends a letter right away to the applicant (with a copy to the PSI designee) requesting the appropriate verifications.

Tips for Entering Absent Parent Information

The Common Intake application requires information for both parents of all children in the household under the age of 19.

For MassHealth applicants, there are some important exceptions to this rule:

- An 18 year old is the Head of Household and no parent of the 18 year old is residing in the household
- The Head of Household is a pregnant female under age 19
- The Head of Household is an individual under age 19 who has a child in the household. Note: This exception does not apply to the minor child of the under 19 year old parent.

In the above cases, you should not use the Virtual Gateway to submit an application. Instead, please submit a paper MBR.

Virtual Gateway
Entering Absent Parent
Information, continued

You can use the following additional tips to enter Absent Parent information in the electronic application:

- If the absent parent is deceased, unknown, or the child was adopted by the parent already entered as the head of household in the electronic application, you should select **Yes** and check the box next to the applicable child.

Absent Parent Information

Information is needed for both parents of children under 19 years of age. Please tell us about each parent that is absent from the household.

Is this absent parent deceased, unknown, or was the child adopted by a single parent?*

Who is the child(ren) of this absent parent?*

☒ Robert Bell

Yes
No
Yes

- If the absent parent does not fit the above scenario, you should select **No** and complete the applicable fields.
- If you make a mistake while adding an absent parent and receive an error message after selecting **Save and Continue**, you will need to:
 - Select the [Suspend Application](#) link to return to the Provider home page
 - Select [Incomplete for Yourself](#) to display all applications that you have suspended

Select the application you were working on by clicking on the application number (*Hint: Use Head of Household name to help identify the application.*)

Welcome Training User1

Application Number	Head of Household		Application Expiration Date
	Last Name	First Name	
120377	Veal	Viola	08/09/2005
120471	nguyen	hong	08/12/2005
120481	Smith	Gail	08/12/2005
120545	Bell	Jose	08/23/2005
120605	kim	kim	08/15/2005

Please note that pending applications will expire 60 days after the date last viewed or updated.
Applications in red with a * will expire in less than 7 days.

- Select **Save and Continue** from the *Start Application Summary* page. The Absent Parent Information page will display.
- Enter the correct information for the absent parent.
- Select Save and Continue

Look for upcoming improvements on the Absent Parent Information page.

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